

Key Largo Wastewater Treatment District Board of Commissioners Meeting Agenda Item Summary

Meeting Date:
December 17, 2024

Agenda Item Number: K-1

Action Required:
No

Department:
Field Operations

Sponsor:
Rudy Perez

Subject:
Field Report - November 2024

Summary:
Mr. Perez will present the Field monthly report.

Reviewed / Approved

Financial Impact

Attachments

Operations: _____
Administration: _____
Finance: _____
District Counsel: _____
District Clerk: _____
Engineering: _____

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Funding Source:
N/A

Budgeted:
N/A

1. Monthly Report

Approved By: 
General Manager

Date: 12/11/2024

Wastewater Field Operations

There was a total of 38 service calls for the month of November of these 21 were system-generated alarms, mostly by low vacuum detection at a vacuum station. The system-generated alarms were addressed quickly by the field staff 12 of those system generated were found using the Flo vac monitoring. The reports below detail the remaining 17 calls.

Date	Address	Incident	Response	KLWTD Issue
11/2/24	42 Waterways Dr	A customer called in to report their toilets weren't flushing properly. And gurgling sounds coming from the sink.	On arrival tech found that there was a lack of vacuum at the pit. While trouble shooting it was determined that the duckbill was clogged. Once blockage was removed pit discharged on its own and cleared sump.	Yes
11/4/24	102250 Overseas Hwy	Customer called to report a backup.	Once tech was on site he spoke to the restaurants manager. Business is on a private lift station with two pumps. Only one pump was operational, the second pump was on the off position. The pipe intake was not under water looking like issue was in the building. Customer notified.	No
11/6/24	Lot 72 Calusa	Customer called to report a backup.	Tech found the pit to be unresponsive. The pit was diagnosed with a bad valve; controller was changed as well due to water found in both components. The pit was simulated and put back into service.	Yes
11/8/24	329 Windley Rd	The homeowner called to report an odor coming from the air terminal and that there was moisture around it.	On arrival it was noticed that the controller had come of its mount. Causing it not to function. Once controller was placed properly, pit discharged on its own and simulated.	Yes

11/10/24	158 S Ocean Shores Dr	Customer called and reported his house was backing up.	Tech found everything to be working as it should. Observed cleanout, no issues found. Issue on homeowner side. (Homeowner issue).	No
11/10/24	24 Rose Pl	Customer called stating they were experiencing a backup.	The tech arrived on site found that pit was working as should. There were no signs of any backup inside cleanout. Issue on homeowner side. (Homeowner notified).	No
11/11/24	146 N Sunrise Dr	Someone called the office stating that there was sewer on the road at the address given.	Once techs were on site, they could not find any issue regarding sewer on the road. They walked and observed every pit and found no detection of sewer. The pit and cleanout were checked at 146 N sunrise and found everything working accordingly.	No
11/14/24	155 Peace Ave	The homeowner called to inform us of a possible backup.	Once on site at address, the pit was functioning properly and the clean out was found clear. No signs of any backup. (Homeowner issue). Homeowner notified.	No
11/17/24	92431 Oversea Hwy	Received a call from the alarm company. Regarding an alarm at a property.	On arrival found that the Fire department was on site. And my Manager showed up as well. It was determined that the exhaust filter and hose had come off. Creating smoke within the building. Help was received and all components were put back in place pump was now back in service.	Yes
11/17/24	586 Bonito Ave	Customer called to report a possible backup on our side.	On the tech's arrival, pit was found overwhelmed. They tried too manually discharge pit but were unsuccessful. Tech's found pit to have a bad valve. Once components were changed pit was back in service.	Yes

11/18/24	102250 Oversea Hwy	Customer called stating that there was a back up at Alfredos Cook House.	Once on site they found both breakers to be in the off position. Plumber was out working on pumps and left them off. Apparently pump #2 had a missing oaring in clip. causing sewer to just circulate with in the sump.	No
11/20/24	65 Waterway Dr	The Customer called to report the bathroom was draining slow.	Tech found everything to be working as it should. Cleanout and pit were checked and found no sign of a backup. The homeowner was notified. (Homeowner Issue)	No
11/25/24	Lot #451 Calusa	Customer called in and stated he was experiencing back up issues.	On tech's arrival they tried to open cleanout but saw that it was under pressure. They were able to manually discharge pit to draw down sump. Once sewer was cleared they diagnosed issue to be a clogged sensor tube. Pit was simulated and put back in service.	Yes
11/25/24	125 Valois Blvd	The Customer called regarding their grinder pump alarm was going off.	Once on-site tech diagnosed that the stator on the pump had failed. The pump was changed out and was put back into service.	Yes
11/26/24	105675 Overseas Hwy	A contractor working at the property called to report a grinder pump alarm going off.	On techs arrival they found that the pump was unresponsive. After trouble shooting the issue, it was found that the tray cable was bad. The cable was replaced. Pump was now back in service.	Yes
11/30/24	811 Oceana Ave	The Customer called stating they were having difficulty flushing their toilets.	Techs arrived and found everything working as they should. Cleanout was found dry and pit simulating on its own. The homeowner was notified. (Homeowner issue)	No

11/30/24	525 Sound Dr	Customer called to report an odor and water around the manhole.	Field tech detected no odor coming from the air terminal. Cleanout and pit were also checked and found no odor as well. The homeowner was notified.	No
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Area Addressed with the Flow Vac Monitoring System

Date	Address	Incident	Response	KLWTD Issue
11/2/24	Num Thai Buffer Tank	Received a low vacuum alarm call from vac station D	Tech checked the Flo vac Monitoring and went straight to the address of issue.	Found debris in valve.
11/2/24	234 James Ave	Received a low vacuum call from vac station E	Tech went to the vac station. Using the tank valves. Once determining an area Flo Vac monitoring was used to find the issue.	(Fernco)
11/3/24	AK #1668966 Empty Lot	Received a low vacuum alarm from vac station D	Tech isolated to an area using tank valves at the vac station. Once determining an area Flo Vac monitoring was used to find the issue.	(Valve)
11/10/24	1021 Valencia	Received a low vacuum alarm at vac station D	Tech isolated to an area using tank valve at the vac station. Once determining an area Flo Vac Monitoring was used to find the issue.	(Valve)
11/10/24	106 Mangrove Ave	Received a low vacuum alarm from vac station I	Tech checked the Flo vac monitoring system and saw that 106 Mangrove Ave was showing a valve open alarm.	(Valve)
11/11/24	501 Pounce Deleon Blvd	Received a low vacuum alarm from vac station D	Tech isolated the area using tank valve at the vac station. Once determining an area Flo Vac	(Debris in Valve)

			Monitoring was used to find the issue.	
11/18/24	500 Burton Dr	Received a low vacuum alarm from Vac Station JK	Ocean Point has 2 Buffer Tanks with dual sumps. Flo vac Monitoring was used to find high activations in this occasion. Because nothing was showing an actual valve stuck open alarm. Reason for the high activation was 1 sump at each buffer tank was not working causing the other sump to intake all the flow and overwhelm the one.	(Valve)
11/18/24	200 Barracuda Blvd 760 Oceanna Blvd	Low vacuum alarm at Vac Station A	Tech isolated issue using the tank valve at the vac station. Once determining an area. Flo Vac monitoring was used to find the issue.	2 Issue were found in this occasion. 200 Barracuda (controller) 760 Oceana (valve)
11/28/24	151 Blue Harbor Dr	Low vacuum alarm at Vac Station JK	Tech isolated issue to a specific area at the station. Then using the Monitoring system issue was found.	(Valve)
11/30/24	63 W 1st Ct	Low vacuum alarm at Vac Station E	Tech isolated issue using the tank valve at the vac station. Then using the monitoring system issue was found.	Controller Hose
11/30/24	1521 Shaw Dr	Low vacuum alarm at Vac Station D	Isolated issue to an area, while using the monitoring system the problem was found.	(Valve)

			The remaining 9 system generated alarms; are not under the monitoring system!!!!	
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Exhibit 1



Suspected salt water leak due to consistency of activations.

Exhibit 2



Suspected homeowner side leak due to activation history.

Exhibit 3



One day spike in activations suspected homeowner usage.

Exhibit 4



Suspected leak on homeowner side needs further investigation.

Exhibit 5



Confirmed saltwater leak from homeowner side.

Exhibit 6



Suspected leak on homeowner side due to activation history.